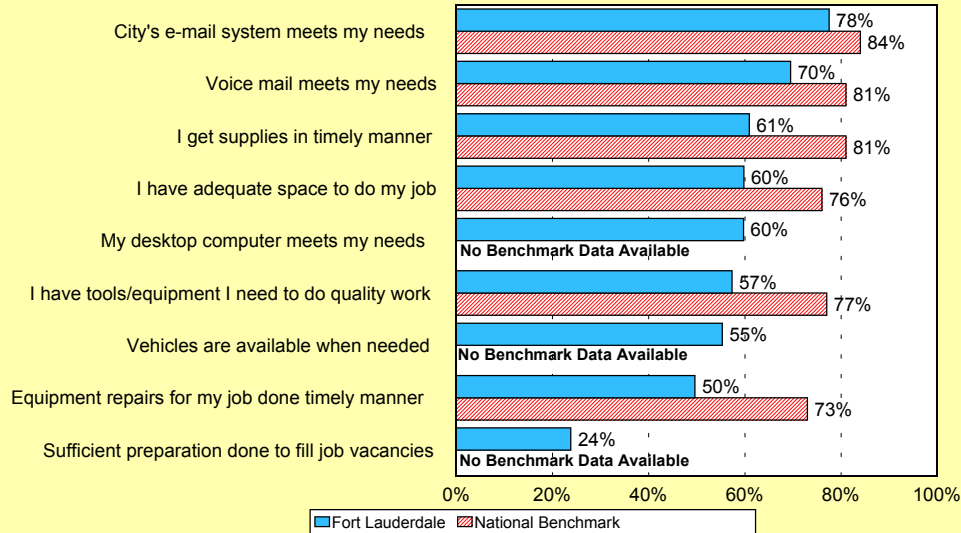


### Q1: Level of Agreement with Various Statements Core Area: Resources (Fort Lauderdale vs. National Average)

by percentage of respondents who rated the item as a "4" somewhat agree or "5" strongly agree on a 5-point scale (excluding "Not Apply")



Source: ETC Institute (July 2002)

**RESOURCES**

### Q4: Level of Agreement with Various Statements Core Area: Working Environment (Fort Lauderdale vs. National Average)

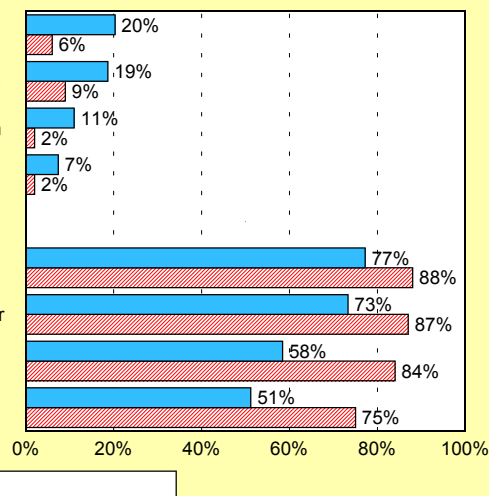
by percentage of respondents who rated the item as a "4" somewhat agree or "5" strongly agree on a 5-point scale (excluding "Not Apply")

#### NEGATIVE FACTORS

Racial/ethnic discrimination is a problem  
Gender discrimination is a problem  
Age discrimination is a problem  
Sexual harassment is a problem

#### POSITIVE FACTORS

I am treated with respect by my co-workers  
I am treated with respect by immediate supervisor  
I am treated with respect by senior management  
My work unit is free from hostility

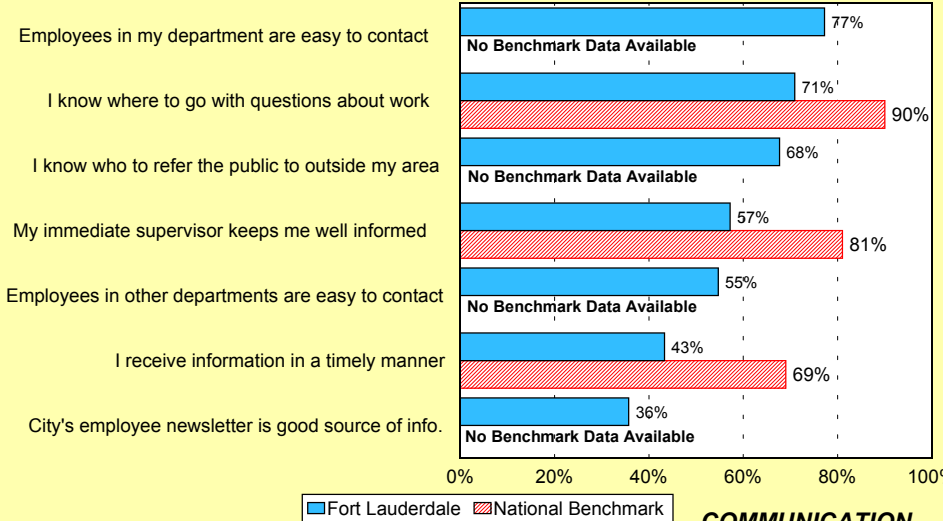


Source: ETC Institute (July 2002)

**WORKING ENVIRONMENT**

## Q9: Level of Agreement with Various Statements Core Area: Communication (Fort Lauderdale vs. National Average)

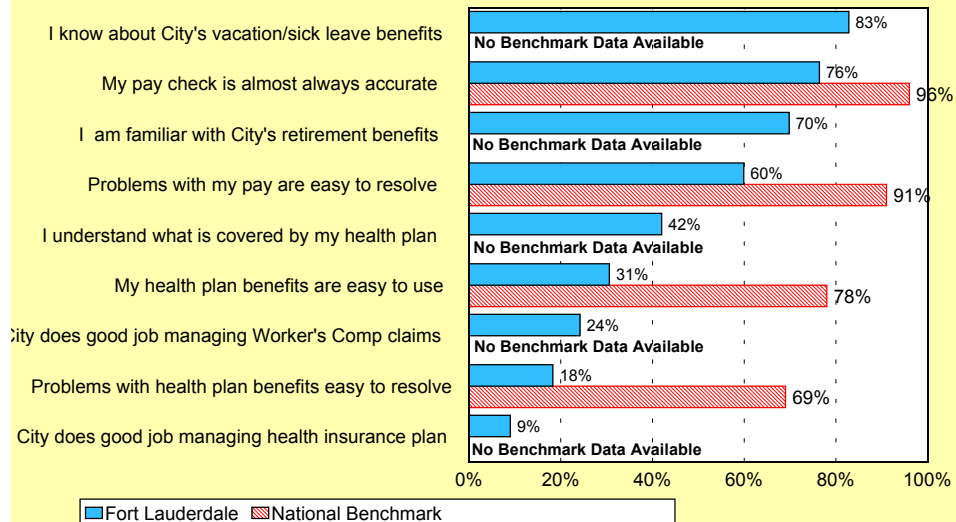
by percentage of respondents who rated the item as a "4" somewhat agree or "5" strongly agree on a 5-point scale (excluding "Not Apply")



Source: ETC Institute (July 2002)

## Q12: Level of Agreement with Various Statements Core Area: Compensation & Benefits (Fort Lauderdale vs. National Average)

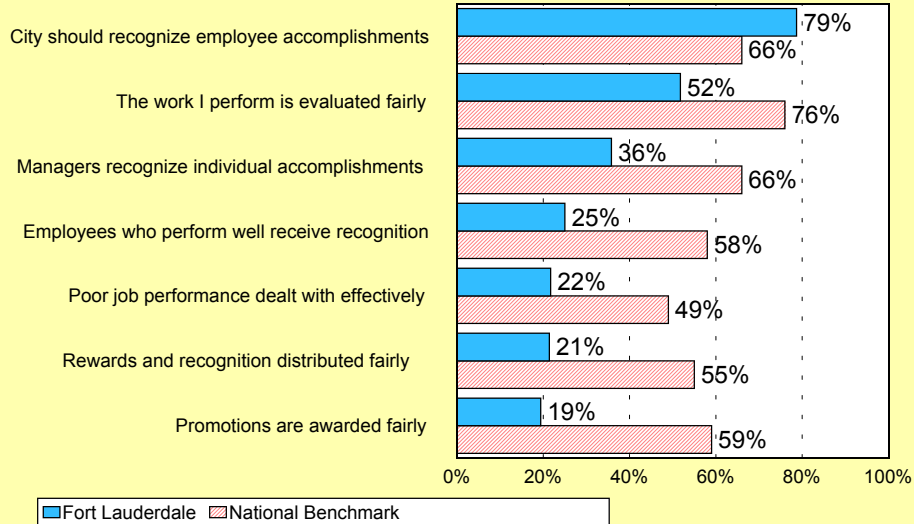
by percentage of respondents who rated the item as a "4" somewhat agree or "5" strongly agree on a 5-point scale (excluding "Not Apply")



Source: ETC Institute (July 2002)

**Q14: Level of Agreement with Various Statements**  
**Core Area: Rewards & Recognition**  
**(Fort Lauderdale vs. National Average)**

by percentage of respondents who rated the item as a "4" somewhat agree or "5" strongly agree on a 5-point scale (excluding "Not Apply")

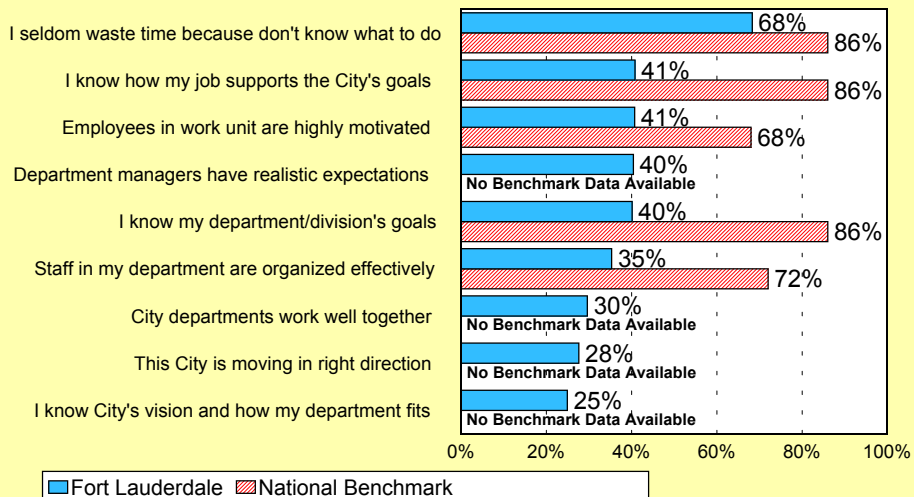


Source: ETC Institute (July 2002)

**REWARDS & RECOGNITION**

**Q19: Level of Agreement with Various Statements**  
**Core Area: Strategic Direction**  
**(Fort Lauderdale vs. National Average)**

by percentage of respondents who rated the item as a "4" somewhat agree or "5" strongly agree on a 5-point scale (excluding "Not Apply")

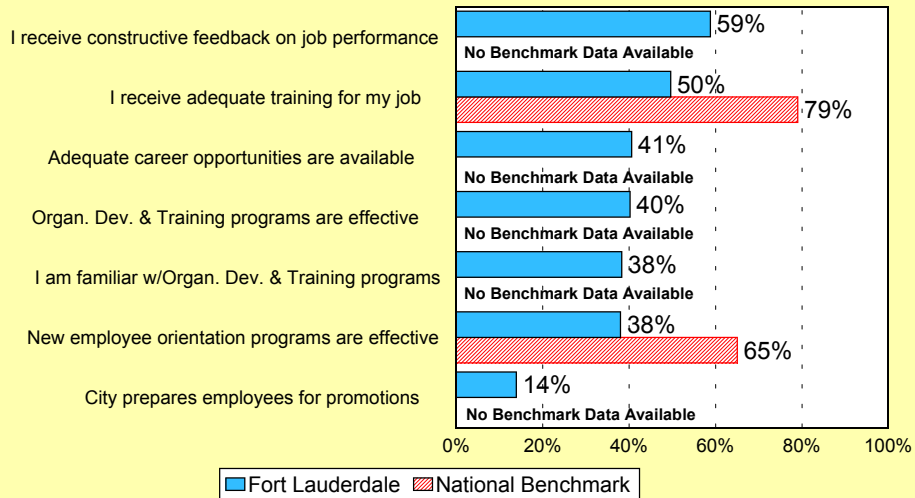


Source: ETC Institute (July 2002)

**STRATEGIC DIRECTION**

## Q22: Level of Agreement with Various Statements Core Area: Professional Development (Fort Lauderdale vs. National Average)

by percentage of respondents who rated the item as a "4" somewhat agree or "5" strongly agree on a 5-point scale (excluding "Not Apply")

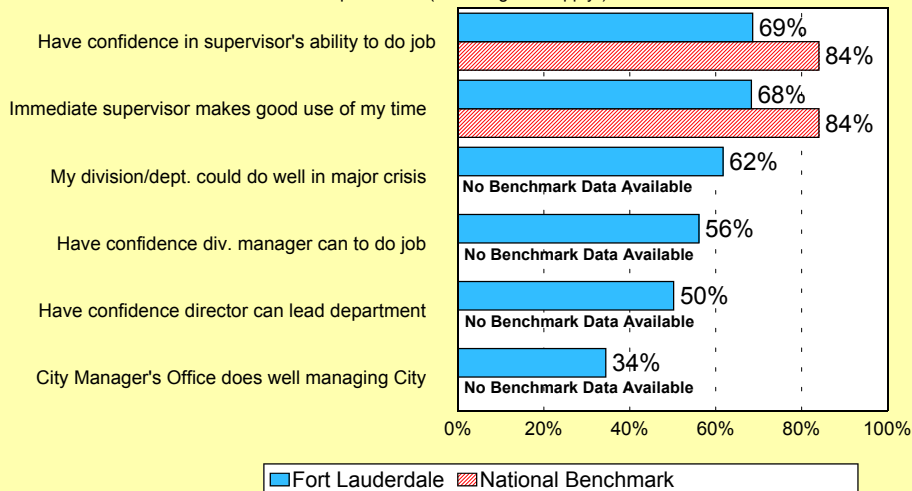


Source: ETC Institute (July 2002)

**PROFESSIONAL DEVELOPMENT**

## Q24: Level of Agreement with Various Statements Core Area: Perceptions of Management (Fort Lauderdale vs. National Average)

by percentage of respondents who rated the item as a "4" somewhat agree or "5" strongly agree on a 5-point scale (excluding "Not Apply")



Source: ETC Institute (July 2002)

**PERCEPTIONS OF MANAGEMENT**